

Your client representative

A client representative is someone chosen by you to help you manage your financial contributions.

When your client representative enters into this agreement on your behalf they represent you, and have the lawful authority to act on your behalf during the course of forming your financial agreement.

If the person does not have legal authority on your behalf, they will be personally liable for any amounts payable under this agreement.

If your representative accepts liability for the contribution required under this agreement, this agreement will apply for the provision of the CHSP services.

Your client representative will be responsible to pay any amounts due on your behalf and must provide us with the information necessary to set your financial contribution. They must take all reasonable steps required to be able to provide the CHSP services to you.

Cancelled visits

We know that things come up last minute, so if you need to cancel your visit, you can do so 24 hours before your service starts without a charge.

If you cancel your service less than 24 hours before it is due to start, then you will incur a charge up to the amount of your contribution fee.

Assistance to access information



To access the Translating and Interpreting Service call 131 450.

The National Relay Service (NRS) can help you if you are deaf or hard of hearing. Visit accesshub.gov.au/about-the-nrs

Contact us

Silverchain

Enquiries: 1300 650 803
info@silverchain.org.au
silverchain.org.au



Silverchain uses recycled, carbon neutral and chlorine free, responsibly sourced paper for our publications.

Commonwealth Home Support Programme Contribution Agreement

Terms and conditions



Our services

At Silverchain, we will provide you with the agreed Commonwealth Home Support Programme (CHSP) service(s) subject to the terms and conditions outlined in this brochure.

How much you may need to contribute

As part of the government subsidised CHSP, you will be asked to financially contribute towards your care. How much you may need to contribute is detailed in our CHSP Contribution Schedule and will be based on your financial circumstances.

Reductions to your contribution

We will always ensure you receive the highest quality of care, regardless of your ability to pay. Depending on your financial circumstances, you can apply to have your financial contribution reduced.

You can apply for a reduction in your contribution in the case of an emergency or if your circumstances change such as the level of disability you experience or changes in your personal circumstances.

Contribution limits and sharing of information

There are financial contribution limits in place to protect you. These limits relate to the maximum amount you can pay per week regardless of the number of CHSP services you receive.

Where we have your authorisation to share your information, we can negotiate fees on your behalf to ensure that you do not pay more than the specified limit if you are receiving care from other CHSP providers.

If you have not authorised us to share your information, you may be contributing more financially than the specified limit.

Please refer to our CHSP Contribution Schedule for more information, and for the types of CHSP services included and excluded from these limits.

Invoices and payment

We will invoice you in arrears for the services you receive every four weeks.

You will receive a Services Account outlining the services we have provided and the fee payable. You must pay the total fee payable by the due date on the Services Account.



There is a range of payment options to choose from which are outlined on your Services Account. You can also visit silverchain.org.au or call our Contact Centre on **1300 650 803**.

Review of contribution level

Either we can, or you can initiate a review of your agreed financial contribution at any time. This could happen when:

- there has been a change in your ongoing care
- your financial circumstances change
- there is a review of the industry recommended fee schedule
- there is an annual review of the care you need undertaken by Silverchain.

We will also provide you with reasonable notice of any changes to our CHSP Contribution Schedule which affects your agreed financial contribution

Appeals

You have the right to appeal if you are not happy with any outcome of the contribution process without any fear of your care being affected.

If you wish to lodge an appeal with us, please contact our Contact Centre.

We're here to help



For more information, please call our Contact Centre on **1300 650 803**.